

Louisiana Department of Health and Hospitals
Louisiana Contacts for Hurricane Evacuee Medicaid Issues

Medicaid Director: (225) 342-3891 – Jerry Phillips (Assistant is Tim White) – jphilli2@dhh.la.gov

Louisiana Medicaid Eligibility Policy Chief: (225) 342-3866 – Lou Ann Owen – laowen@dhh.la.gov

- Residency Factor for Medicaid Financial Eligibility

Louisiana Medicaid Eligibility Operations Chief: (225) 342-5716 – Don Gregory—
dgregory@dhh.la.gov

- Oversight of 49 local Medicaid Eligibility Offices in Louisiana

New Orleans Region Medicaid Eligibility Office: (504) 599-0659

- Residents of the following parishes are covered by this office:
 - Orleans
 - East and West Jefferson
 - St. Bernard
 - Plaquemines
- Located at 1010 Common Street, New Orleans, LA

Data Sharing with Louisiana Medicaid (MEDS Unit): (225) 342-9860 – Robynn Schifano –
rschifan@dhh.la.gov

Media Relations and Public Information Requests: (225) 342-1353 – Christina Stephens –
cestephe@dhh.la.gov

General Medicaid Hotline: 1-888-342-6207

- This hotline answers questions for Medicaid recipients and applicants.

Provider Enrollment: (225) 216-6370

Provider Relations (Provider Calls Only): 1-800-473-2783 or (225) 924-5040

Home & Community Based Medicaid Waivers for Persons with Developmental Disabilities:

- State agencies, call (225) 219-0200 – this connects you with the Office for Citizens with Developmental Disabilities waiver unit.
- People receiving services call 1-866-229-5222 – this connects to a help line for questions about home and community based waiver services.

Home & Community Based Medicaid Waivers for the Elderly and Adults with Physical Disabilities:

- State agencies, call (225) 219-0223 – this connects you with the Division of Long Term Supports and Services.
- People receiving services call 1-866-229-5222- this connects to a help line for questions about home and community based waiver services.

Louisiana Department of Health and Hospitals Legal Section: (225) 342-1128

Louisiana Medicaid Web site address: <http://medicaid.dhh.louisiana.gov>

- Hurricane-related news has its own page if you click on “Hurricane Information”
- General Medicaid e-mail questions can be sent to MedWeb@dhh.la.gov
- For Provider information only, visit <http://www.lamedicaid.com>